

# HANDS ON VIDEO RELAY SERVICES

## Customer Care Log

### June 1, 2005 to May 31, 2006

#### Service Complaints

**Ticket 5928**

**Ticket Opened:** 07/11/05

**Category:** Rude/Attitude/Manner

**Customer Comments:** Agent number 330 was very pushy and intimidating. I was not comfortable with her and I had to hang up so I could get another interpreter. Please give her a refresher course on this.

**Resolution:** Supervisor talked with VI 330. She was open to the feedback and stated she would watch for this behavior in the future. She could not remember a specific incident, but processed the feedback.

**Ticket Closed:** 08/10/05

**Ticket 7004**

**Ticket Opened:** 10/13/05

**Category:** Rude/Attitude/Manner

**Customer Comments:** I am not Enjoy with VI# 144. She was mean to me and give me attitude.

**Resolution:** Supervisor #120 talked to VI #144 about this issue. She doesn't recall it and says she has always tried to be pleasant to the callers. She apologized and said she will work on being more pleasant to all callers in the future.

**Ticket Closed:** 10/24/05

**Ticket 7472**

**Ticket Opened:** 12/01/05

**Category:** Rude/Attitude/Manner

**Customer Comments:** Customer has a complaint regarding interpreter #144. Complains of past experience with this interpreter as well, reports bad attitude.

**Resolution:** CCM acknowledged and Call Center supervisor followed up with interpreter #144 and encouraged to be more friendly to callers.

**Ticket Closed:** 12/07/05

**Ticket 7485**

**Ticket Opened:** 12/02/05

**Category:** Rude/Attitude/Manner

**Customer Comments:** He called to a Russian number. The VI (204) had called The Lead VI and he observed the entire call. VI 204 called the number it was busy. Caller yelled at the VI to dial again again until they answer. Caller was informed that the call was terminated. Lead VI disconnected the call. Caller called back. Caller harassed the second VI (242) as well, and screamed for a supervisor.

**Resolution:** Call Center Manager acknowledged and determined that the VI acted accordingly to procedure.

**Ticket Closed:** 12/07/05

**Ticket 8301**

**Ticket Opened:** 02/06/06

**Category:** Rude/Attitude/Manner

**Customer Comments:** Customer commented that VI #177 took control of the call and exhibited an attitude.

**Resolution:** Call Center Manager acknowledged and Call Center Supervisor followed up with #177 to provide the VI with feedback.

**Ticket Closed:** 02/09/06

**Ticket 8475**

**Ticket Opened:** 02/27/06

**Category:** Rude/Attitude/Manner

**Customer Comments:** Caller had "INTRODUCE vrs" selected. When caller came on screen he told VI 130 "Get XXXXX on the phone then let me talk". We held for the person he wanted and I started to introduce VRS and he started waving his arm and signing "Stupid Interpreter!! Call proceeded and I informed caller I was disconnecting call and I hung up.

**Resolution:** Call Center Manager was informed and determined the VI acted according to procedure.

**Ticket Closed:** 03/03/06

**Ticket 7475**

**Ticket Opened:** 12/02/05

**Category:** VI Disconnected Caller

**Customer Comments:** Customer complained about VI #204. Called states that VI hung up on caller without his "authorization". Caller also was very rude to Customer Care Rep when calling in on his complaint.

**Resolution:** Call Center Manager acknowledged and followed up with Call Center Supervisor. Supervisor spoke with VI and reviewed correct procedure for handling calls.

**Ticket Closed:** 12/07/05

**Ticket** 6156

**Ticket Opened:** 08/01/05

**Category:** Poor Voice Tone

**Customer Comments:** Complaint on interpreter #197, customer complains that interpreter showed struggling in voicing for customer. Call was at 424pm for 4.3 minutes.

**Resolution:** Supervisor spoke with VI. VI reports poor quality resolution on the screen.

**Ticket Closed:** 08/16/05

**Ticket** 6246

**Ticket Opened:** 08/08/05

**Category:** Poor Voice Tone

**Customer Comments:** The customer stated the interpreter #324 did not voice correctly on a message left on an answering machine.

**Resolution:** Call Center Supervisor spoke with VI and provided additional training.

**Ticket Closed:** 08/12/05

**Ticket** 5919

**Ticket Opened:** 07/11/05

**Category:** VI Controlled Call

**Customer Comments:** Customer complaint-VI #460. Sunday afternoon around 4pm to 5pm. Customer got interpreter #460 and wasn't comfortable with interpreter, noted that interpreter controlled call. Asked for a VI switch and interpreter responded "no one is available". Caller hung up and then called back only to get #460 again. Caller was frustrated that there wasn't anyone else available.

**Resolution:** Call Center supervisor has spoken to vi about situation and reviewed policies and procedures for switching VI's. Supervisor reminded VI that caller is in control of the call.

**Ticket Closed:** 07/22/05

**Ticket** 8054

**Ticket Opened:** 01/23/06

**Category:** VI Controlled Call

**Customer Comments:** Customer complained that vi # 177 took total control of the call and was very upset that the VI did not respond to his request to say what she is saying on the phone. He said that was the second time this has happened.

**Resolution:** Call Center manager referred to call center supervisor. Supervisor followed up with VI about proper procedures.

**Ticket Closed:** 01/25/06

**Ticket** 7821

**Ticket Opened:** 01/05/06

**Category:** VI Controlled Call

**Customer Comments:** Interpreter 288, and supervisor 113 refused to follow FCC policy the when caller asks to talk to a specific person, and the Interpreter ignored the request, started doing the script to the first person who answered the phone. Caller is upset that the VI ignored his request to ask for a specific person. The caller did eventually talk to the right person after short delay caused by the VIs script.

**Resolution:** Customer Care Manager spoke with customer, discuss various ways to work with VI and explained what the policies and procedures were in place for processing a VRS call.

**Ticket Closed:** 01/13/06

**Ticket** 6402

**Ticket Opened:** 08/19/05

**Category:** VI Didn't relay everything

**Customer Comments:** VI #202. When customer called a customer rep at a phone company, there were confusion in communication. Customer suspects that interpreter not understand him. VI #202 seemed to be involved in conversation and not relaying conversation professionally. Not sure if VI was mimicking the receiver's emotional state or if interpreter was involved.

**Resolution:** Call Center Supervisor spoke with VI about situation. VI acknowledged and will try to relay emotions better next time.

**Ticket Closed:** 08/24/05

**Ticket** 6467

**Ticket Opened:** 08/24/05

**Category:** VI Didn't relay everything

**Customer Comments:** Interpreter # 305 had trouble understanding my signs and had a lack of facial expression.

**Resolution:** Call Center Supervisor spoke with VI in question and VI has acknowledged. Supervisor coached VI on using expressive interpreting while in a calls with customers.

**Ticket Closed:** 09/09/05

**Ticket 7342**

**Ticket Opened:** 11/16/05

**Category:** VI Didn't relay everything

**Customer Comments:** I do not usually send in comments unless it is necessary. However, I strongly recommend that your VRS interpreter #280. She is not doing her job interpreting what is being said.

**Resolution:** Call Center Manager acknowledged and referred to call center supervisor. Supervisor spoke with VI and provided more training and coaching to VI.

**Ticket Closed:** 11/17/05

**Ticket 8564**

**Ticket Opened:** 03/03/06

**Category:** VI Didn't relay everything

**Customer Comments:** The customer felt that VI #945 left out critical information while interpreting. The customer stated that he was calling a hotel near the airport and the VI interpreted "This is XXXXXXXX" leaving out the hotel information confusing the consumer. The customer felt the interpreter has "poor interpreting skills."

**Resolution:** Call Center Supervisor discussed with VI to pay more attention to information, how to work on improving clarity and make sure all information complete.

**Ticket Closed:** 03/08/06

**Ticket 8812**

**Ticket Opened:** 03/21/06

**Category:** VI Didn't relay everything

**Customer Comments:** I see that I have no way to attach a file here to report improper translation by your video interpreter on Friday, March 10 at approx 2pm EST. I did not get her VI number, but I was participating in a one-hour conference call that also provided the real-time captioning by a company. A week later when I received a copy of the transcript I was simply stunned that the video interpreter did not voice my signing very well.

**Resolution:** Call Center Manager acknowledged. Customer Care responded to customer that we were sorry that this happened and if in the future it happens again, for customer to let us know the VI number so we can follow up.

**Ticket Closed:** 03/24/06

**Ticket 6198**

**Ticket Opened:** 08/03/05

**Category:** VI didn't follow instructions

**Customer Comments:** Customer reported that VI didn't follow instructions--do not announce. Customer recently made changes to profile, so wanted to make sure the changes were working.

**Resolution:** Concluded that interpreter wasn't paying attention to the profile set forth by the customer.

**Ticket Closed:** 08/03/05

**Ticket 7018**

**Ticket Opened:** 10/14/05

**Category:** VI didn't follow instructions

**Customer Comments:** Had a caller that wants to file a complaint against a VI 204 wanted the Lead to fill it out, for the person. The Lead asked the caller to contact customer service and the caller insisted I do it. The Lead observed the entire call has the info for the call. VI 204 Dialed the number calling to Russia at XXXXXXXX and the line would not connect because the caller did not have a country code and the international prefix 011 Lead VI Dialed the direct number to the international number. Caller realized after 20 rings that there is a 13 hours difference and that they are closed.

**Resolution:** Call Center Manager acknowledged and spoke to VI about informing customers of how to call international as an added service.

**Ticket Closed:** 10/19/05

**Ticket 7154**

**Ticket Opened:** 10/31/05

**Category:** VI didn't follow instructions

**Customer Comments:** VI #207 kept asking me if i need to announce or not on my calls. My profile indicated that I do not wish to have calls announced.

**Resolution:** Call Center Manager acknowledged and supervisor followed up with VI on proper procedures.

**Ticket Closed:** 11/04/05

**Ticket 8883**

**Ticket Opened:** 03/23/06

**Category:** Violated customer confidentiality

**Customer Comments:** Customer is filing a breach of confidentiality complaint against VI #960. VI 960 allegedly approached the customer about a call outside of Call Center. Customer was approached by VI at a public place and apologized for a "bad day" while interpreting a call for the customer.

**Resolution:** Call Center Manager acknowledged and informed Call Center Supervisor to follow up with VI. Customer emailed Customer Care back with VI number. Supervisor spoke with VI about proper procedure. VI remembers situation and acknowledges that it was wrong.

**Ticket Closed:** 03/27/06

**Ticket** 6101

**Ticket Opened:** 07/26/05

**Category:** Other Complaints

**Customer Comments:** Hi Customer service staff I m writing this about VI #383. She wore too bright green shirt for me I asked her to change her shirt to dark color like black or navy I said like "smock" to wear (easy to change) but she replied back & not use smock. I thought Vi expects to wear dark color shirt or spare smock for any VI. I am requesting you to set up dark color smock for VI After switching VI, VI #399 wore dark color shirt Perfect also she politely asked me if that color was all right.

**Resolution:** Call Center Manager acknowledged and reported to supervisor to follow up with VI #383 about proper clothing color. Supervisor gave proper coaching to VI.

**Ticket Closed:** 07/29/05

**Ticket** 6998

**Ticket Opened:** 10/13/05

**Category:** Other Complaints

**Customer Comments:** Customer reports that VI #237 was talking with another person in the station while dialing a call for customer. He felt this was rude and unprofessional. VI was mouthing words to another person.

**Resolution:** Call Center supervisor spoke to Vi about situation and gave training on proper procedure and to always be ready for calls that come in. VI acknowledged.

**Ticket Closed:** 10/19/05

**Ticket** 8066

**Ticket Opened:** 01/23/06

**Category:** Other Complaints

**Customer Comments:** Caller (don't know IP address) apparently had called multiple times when VI #441 took his call. During the call, the Caller expressed concern that other VI "was horrible!" and that they hung up every time that VIs face came up. Caller didn't know VI's number. I mentioned that Customer Care was an option and hurriedly caller said that they had already filed a complaint and didn't feel they wanted to do that again.

**Resolution:** Call Center Manager acknowledged and Supervisor was informed. Supervisor mentioned call to VI, but VI does not remember call.

**Ticket Closed:** 02/01/06

**Ticket** 8438

**Ticket Opened:** 02/21/06

**Category:** Other Complaints

**Customer Comments:** VI 460 (no witness signature on this form) Caller had no picture, but responded to my signed questions by typing. First requested me to place the call and type instead of sign. Then caller asked me to hold. After we'd been on for about 2.5 minutes., I asked if they wanted to make a call. The caller then started chit chat and last comment was very derogatory and then caller hung up.

**Resolution:** Call Center Manager acknowledged and reminded VI about procedure for hanging up or switching if VI is feeling abused or harassed.

**Ticket Closed:** 02/24/06

**Ticket** 8453

**Ticket Opened:** 02/22/06

**Category:** Other Complaints

**Customer Comments:** VI 499 6:41pm VI cannot see caller. Caller sends number and VI makes call. Between calls, Caller types to VI things like, "You are pretty. Meet me right now. You should wear green." VI called supervisor. Supervisor instructed VI to redirect caller , "Do you want to make a call?" The caller made another call and then disconnected without further incident.

**Resolution:** Call Center Manager acknowledged and reminded VI about procedure for hanging up or switching if VI is feeling abused or harassed.

**Ticket Closed:** 02/24/06

**Ticket** 8503

**Ticket Opened:** 02/27/06

**Category:** Other Complaints

**Customer Comments:** VI 179 the caller's picture never came up - caller typed nonsense: VI asked if caller spoke

English and/or could they see the interpreter. The response was yes - but no response thereafter. VI disconnected the call after 2 minutes.

**Resolution:** Call Center Manager acknowledged and reminded VI on when to call for a supervisor.

**Ticket Closed:** 02/28/06

**Ticket** 8751

**Ticket Opened:** 03/17/06

**Category:** Other Complaints

**Customer Comments:** Customer complained that she had a hard time reading our African American VI. She is African American herself and found it insulting that we do not accommodate our African American VI's.

**Resolution:** Customer Care manager sent email to operations of this concern and shared with customer that her concerns have been noted and communicated and attempts will be made to revise the work stations.

**Ticket Closed:** 03/17/06

**Ticket** 8964

**Ticket Opened:** 03/28/06

**Subtype:** No selection for this category

**Category:** Other Complaints

**Customer Comments:** Supervisor called to MAC station 103. Caller wanted to report that they called at 4pm this afternoon and got VI #220. They were not able to connect to the caller, at all. The caller closed their IM and immediately called back. Their call was successfully connected to VI 111. The caller wanted to make sure that corrective action was taken with VI 220.

**Resolution:** Call Center Manager acknowledged. Supervisor followed up with VI on proper procedure.

**Ticket Closed:** 03/28/06

**Ticket** 9094

**Ticket Opened:** 04/01/06

**Category:** Other Complaints

**Customer Comments:** Caller connected, then video disconnected, so caller began to type, and wanted the vi to \*only\* type back. VI explained he could sign, and she should type, but she should use internet relay for just typing. Caller claimed another vi had done it the night before and kept insisting. she finally hug up. VI #988

**Resolution:** Call Center Manager acknowledged. Call center supervisor reminded VI of procedure for text and video relay.

**Ticket Closed:** 04/04/06

**Ticket** 9314

**Ticket Opened:** 04/13/06

**Category:** Other Complaints

**Customer Comments:** The caller filed several complaints about VI #945 to not to wear white shirt while interpreting. Supervisor #975 took in the report.

**Resolution:** Call Center Manager acknowledged and Supervisor #975 and #900 will follow up with VI 945 on proper clothing for VRS interpreting.

**Ticket Closed:** 04/27/06

**Ticket** 9652

**Ticket Opened:** 05/10/06

**Category:** Other Complaints

**Customer Comments:** The caller was abusive to VI 940. The caller said you are a lousy Spanish interpreter. VI 959 continue the call with the caller, the vi asked him to repeat something, he gave her an attitude then spell the word very fast. The VI 959 felt uncomfortable so log out and switch to another interpreter.

**Resolution:** Call Center Manager and supervisor acknowledged and reviewed policy for switching out or calling Supervisor if VI feels harassment or abusive callers.

**Ticket Closed:** 05/17/06

**Ticket** 7957

**Ticket Opened:** 01/13/06

**Category:** Other Complaints

**Customer Comments:** This customer kept repeatedly calling customer care, he was harassing me--just calling and calling. When I would hang up with "no connection" he would call right back. I finally called him on my d-link VP, and he hung up. Called once again and hung up. This person has not called back.

**Resolution:** Logged IP address, and informed Customer Care Manager of situation. Customer Care manager reminded customer care representative of procedure of harassing customers and callers.

**Ticket Closed:** 01/16/06

**Ticket** 8003

**Ticket Opened:** 01/17/06

**Category:** Other Complaints

**Customer Comments:** VI 318 "Caller said - saw brief still shot of other interpreter - then me- asked - "What? Why 2 interpreters?? First one flash then u - for?" - Then said - "oh well, go ahead - call".

**Resolution:** Customer Care acknowledged. It was due to a technical problem, and was connected.

**Ticket Closed:** 01/20/06

**Ticket** 8969

**Ticket Opened:** 03/29/06

**Category:** Other Complaints

**Customer Comments:** Customer stated that VI #931 (Spanish) moves his eyes a bit excessive by looking to his right side during the call. Customer gave feedback how to maintain eye contact with the caller at all times at the same time getting team or supervisor support.

**Resolution:** Call Center Manager acknowledged and Supervisor #900 consulted with VI on techniques how to achieve better eye contact during call while receiving team support.

**Ticket Closed:** 04/04/06

**Ticket** 8239

**Ticket Opened:** 02/02/06

**Category:** Other Complaints

**Customer Comments:** My mother is hearing. She has been trying to call HOVRS to leave the message. She was upset that HOVRS couldn't leave a message or send me an email. Can you check it out?

**Resolution:** Emailed customer informing her that we have had tech problems. Informed caller that problem will be fixed by the end of business the same day. Customer Care told customer they will send a video mail message to confirm it is working when the message system is back up.

**Ticket Closed:** 02/08/06

## Technical Complaints

**Ticket** 6905

**Ticket Opened:** 10/05/05

**Category:** Video Quality

**Customer Comments:** too much blurry to interpreter.

**Resolution:** Customer Care IM'ed customer back and helped him adjust his iChat bandwidth settings. Customer reports picture has improved.

**Ticket Closed:** 10/05/05

**Ticket** 8367

**Ticket Opened:** 02/13/06

**Category:** Video Quality

**Customer Comments:** caller has strong backlighting. Advised to close window blinds.

**Resolution:** Customer Care advised caller to adjust his lighting. After adjustment, there was an improvement in picture quality.

**Ticket Closed:** 02/14/06

**Ticket** 9078

**Ticket Opened:** 03/31/06

**Category:** Video Quality

**Customer Comments:** VI 916 station 2 video quality poor, continues dropping has requested assistance to fix; has been waiting for tech

**Resolution:** Customer Care Rep acknowledged. Customer Care tried to contact back customer, but was not able to get customer.

**Ticket Closed:** 04/03/06

**Ticket** 9084

**Ticket Opened:** 03/31/06

**Category:** Video Quality

**Customer Comments:** VI # 919 video slow, frozen, caller cannot see vi.

**Resolution:** Customer Care Rep acknowledged. No contact information provided about customer.

**Ticket Closed:** 04/03/06

**Ticket** 9085

**Ticket Opened:** 03/31/06

**Category:** Video Quality

**Customer Comments:** caller cannot see VI #955.

**Resolution:** Customer Care Rep acknowledged. No contact information provided about customer. **Ticket Closed:** 04/03/06

**Ticket 9090**

**Ticket Opened:** 04/01/06

**Category:** Video Quality

**Customer Comments:** vi 916 station 4 (Spanish) 3/31/06 10;12 pm

**Resolution:** Customer Care Rep acknowledged. No contact information provided about customer.

**Ticket Closed:** 04/03/06

**Ticket 9491**

**Ticket Opened:** 04/24/06

**Category:** Video Quality

**Customer Comments:** Caller has called at least 15 times and picked up by several VIs at different stations all day and evening has been offered to send to CC. video is pixilated, un readable and the call disconnects. VI # 915 station 4 time 8;20pm

**Resolution:** Customer Care Rep contacted customer back and ran a speed test with customer. Noted to customer that upload speed was only 119. Informed customer to contact ISP and increase upload speed. Customer acknowledged.

**Ticket Closed:** 04/25/06

**Ticket 5823**

**Ticket Opened:** 07/01/05

**Category:** Video Quality

**Customer Comments:** Customer reports Dlink picture sometimes choppy.

**Resolution:** Customer Care worked with customer to adjust speed settings. Customer called back and reports some improvement. Customer was satisfied.

**Ticket Closed:** 07/01/05

**Ticket 5983**

**Ticket Opened:** 07/15/05

**Category:** Video Quality

**Customer Comments:** Customers notice picture quality is not good. Recommended running the speed test and then adjusting speed settings as necessary.

**Resolution:** Customer ran speed test and got 142 for upload and 1254 for download. Recommended to customer to increase upload for best picture quality by calling their high speed internet provider. Helped customer adjust speed setting on VP for time being. Customer reports some improvement.

**Ticket Closed:** 07/15/05

**Ticket 6027**

**Ticket Opened:** 07/20/05

**Category:** Video Quality

**Customer Comments:** Customer has FPS problem, shows low FPS and wants to know what to do.

**Resolution:** Ran Speed test and shows low upload speed. Suggested to customer that they contact their ISP provider for a solution to increase their upload.

**Ticket Closed:** 07/22/05

**Ticket 6090**

**Ticket Opened:** 07/25/05

**Category:** Video Quality

**Customer Comments:** Caller reports that his picture is in black and white. CCR confirmed this, and the VP was given by hovrs. Will contact installer to see if there is a solution.

**Resolution:** Installer was at customer's home and exchanged VP.

**Ticket Closed:** 07/29/05

**Ticket 6112**

**Ticket Opened:** 07/27/05

**Category:** Video Quality

**Customer Comments:** Customer reported bad video picture. Suggested that he adjust speed settings on the VP.

**Resolution:** Adjusted and called back, and reported improvement.

**Ticket Closed:** 07/27/05

**Ticket 6118**

**Ticket Opened:** 07/28/05

**Category:** Video Quality

**Customer Comments:** Customer inquired about bad video. Suggested that she adjust her receiving speed for better picture.

**Resolution:** Customer adjusted and called back, and reported improvement.

**Ticket Closed:** 07/28/05

**Ticket 6142**

**Ticket Opened:** 08/01/05

**Category:** Video Quality

**Customer Comments:** Video smooth but grainy. Will increase send speed (she sees me very clearly)

**Resolution:** Caller adjusted and is much better. Also explained to customer about difference in upload and download speeds.

**Ticket Closed:** 08/01/05

**Ticket 6285**

**Ticket Opened:** 08/10/05

**Category:** Video Quality

**Customer Comments:** Customer called to test speed.

**Resolution:** All looked good and reported to customer. Explained to customer differences between upload and download speed.

**Ticket Closed:** 08/10/05

**Ticket 6419**

**Ticket Opened:** 08/23/05

**Category:** Video Quality

**Customer Comments:** Installer came to her house 2 weeks ago, now having very bad quality. **Resolution:** Customer Care rep got a hold of installer, he will go back to customers' house to check on settings.

**Ticket Closed:** 08/23/05

**Ticket 6420**

**Ticket Opened:** 08/23/05

**Category:** Video Quality

**Customer Comments:** video flashing. D-link is from another VRS provider.

**Resolution:** Customer will call other provider's VRS tech's for replacement of their VP.

**Ticket Closed:** 08/23/05

**Ticket 6478**

**Ticket Opened:** 08/25/05

**Category:** Video Quality

**Customer Comments:** Customer had questions on how to improve speed.

**Resolution:** Directed customer to contact her ISP provider.

**Ticket Closed:** 08/25/05

**Ticket 7036**

**Ticket Opened:** 10/18/05

**Category:** Video Quality

**Customer Comments:** look like my sent fps was low but their was 24 fps and i been change speed it still not work their screen is fine but they see me red color. Can you help me how it to be fix... my modem is actiontec gateway from qwest 1.5 megabyte.... and I don't need router because I have 5 port 10/1000mbps Switch DSS-5+ modem had router inside already.....

**Resolution:** CC contacted customer informing him that he needs to contact the company that gave him the equipment for bridge mode configuration. Customer understood and felt comfortable to make the configuration themselves.

**Ticket Closed:** 10/19/05

**Ticket 7352**

**Ticket Opened:** 11/17/05

**Category:** Video Quality

**Customer Comments:** Pixilated video, suggested run speed test.

**Resolution:** Low upload, and suggested to call cable company and increase upload speed.

**Ticket Closed:** 11/17/05

**Ticket 7389**

**Ticket Opened:** 11/21/05

**Category:** Video Quality

**Customer Comments:** Customer reports that interpreter commented that picture is bad. However, when CCR was in video--it was a good picture.

**Resolution:** Suggested to customer to adjust speed settings. Explained how to adjust speed settings.

**Ticket Closed:** 11/21/05

**Ticket 7443**

**Ticket Opened:** 11/29/05

**Category:** Video Quality

**Customer Comments:** Customer reports bad picture quality. Suggested to adjust receiving speed.



**Resolution:** Customer reports using another VRS provider's Video Phone and router. Suggested to caller to contact the other VRS provider for assistance if the customer feels that equipment continues to have problems. Explained to customer about the differences in network speed and causes for bad picture—and to monitor upload/download speed. Customer understood that network speed is set by ISP.

**Ticket Closed:** 11/30/05

**Ticket 7515**

**Ticket Opened:** 12/06/05

**Category:** Video Quality

**Customer Comments:** Customer reports video quality is bad. He reports it is in black and white and has some lines through it.

**Resolution:** Suggested that he contact d-link and request an exchange. He bought the d-link through the d-link website.

**Ticket Closed:** 12/07/05

**Ticket 7554**

**Ticket Opened:** 12/09/05

**Category:** Video Quality

**Customer Comments:** Customer reports pixilated video. Suggested adjusting speed settings on VP and trying again.

**Resolution:** Customer called back and reports same problem. Had customer run speed test. Customer had 97 for upload. Informed customer that he should call ISP to increase upload speed for best picture quality.

**Ticket Closed:** 12/09/05

**Ticket 7566**

**Ticket Opened:** 12/09/05

**Category:** Video Quality

**Customer Comments:** Customer reports pixilated video and poor quality.

**Resolution:** Encouraged customer to test speed on our website, and if necessary, call ISP to increase bandwidth.

**Ticket Closed:** 12/09/05

**Ticket 7592**

**Ticket Opened:** 12/13/05

**Category:** Video Quality

**Customer Comments:** Customer calling to check video quality. Had SBC tech there to assist. Connection looks to be good.

**Resolution:** Connection looks to be good. Customer Care tested with customer and picture was good on both ends.

**Ticket Closed:** 12/13/05

**Ticket 7618**

**Ticket Opened:** 12/15/05

**Category:** Video Quality

**Customer Comments:** Customer complains that picture is not good.

**Resolution:** Explained that she needs to call ISP and increase upload speed. Speed test revealed low upload speed.

**Ticket Closed:** 12/15/05

**Ticket 7747**

**Ticket Opened:** 01/03/06

**Category:** Video Quality

**Customer Comments:** Customer had some poor video quality

**Resolution:** suggested that she adjust speed settings. Customer called back and reports same problem. Customer Care rep didn't see her picture very clearly. Ran speed test and customer has a low upload. Informed customer to call ISP for increase in bandwidth.

**Ticket Closed:** 01/03/06

**Ticket 7758**

**Ticket Opened:** 01/03/06

**Category:** Video Quality

**Customer Comments:** Customer wanted feedback about network speeds and video quality.

**Resolution:** Explained to him how to test network speeds. Explained the differences in upload and download.

**Ticket Closed:** 01/03/06

**Ticket 7915**

**Ticket Opened:** 01/11/06

**Category:** Video Quality

**Customer Comments:** Customer reports that video quality is low.

**Resolution:** Suggested that she adjust speed settings on VP. Encouraged customer to test speed on our website, and if necessary, call ISP to increase bandwidth.

**Ticket Closed:** 01/12/06

**Ticket 7998**

**Ticket Opened:** 01/17/06

**Category:** Video Quality

**Customer Comments:** Customer wanted to know why VI was blurry.

**Resolution:** Explained to customer that she should check her download speed. Explained how to do so. If download speed was low, encouraged customer to call ISP.

**Ticket Closed:** 01/17/06

**Ticket 8115**

**Ticket Opened:** 01/26/06

**Category:** Video Quality

**Customer Comments:** Customer reports that VI picture is not clear.

**Resolution:** Suggested to reduce speed setting. Customer called back and speed setting reduction helped.

**Ticket Closed:** 01/26/06

**Ticket 8158**

**Ticket Opened:** 01/30/06

**Category:** Video Quality

**Customer Comments:** Want to know why d-link is problem and picture is blurry.

**Resolution:** Emailed customer live contact info to help with d-link. He said he will contact when he is free. Ticket re-opened when customer called back and helped him find network speeds and adjust for better picture.

**Ticket Closed:** 01/30/06

**Ticket 8356**

**Ticket Opened:** 02/10/06

**Category:** Video Quality

**Customer Comments:** Caller experiences sudden call drops on her dlink several times per day. advised contact her DSL provider

**Resolution:** Customer contacted ISP and found the modem was at fault. SBC will replace the modem.

**Ticket Closed:** 02/10/06

**Ticket 8371**

**Ticket Opened:** 02/13/06

**Category:** Video Quality

**Customer Comments:** Customer wanted to know how to improve his picture quality.

**Resolution:** Informed him how to adjust VP speed settings.

**Ticket Closed:** 02/13/06

**Ticket 8626**

**Ticket Opened:** 03/07/06

**Category:** Video Quality

**Customer Comments:** Customer at school for the deaf complains of VP quality. Screen showed 'lines' and it was not clear.

**Resolution:** VP was from us, contacted installer to send replacement. Installer will send someone back out to exchange.

**Ticket Closed:** 03/07/06

**Ticket 8765**

**Ticket Opened:** 03/20/06

**Category:** Video Quality

**Customer Comments:** Caller has internet connection issues. The connection problems were making the picture quality poor.

**Resolution:** Customer Care explained to customer that they will need to contact their ISP for help to get their modem exchanged.

**Ticket Closed:** 03/20/06

**Ticket 8827**

**Ticket Opened:** 03/21/06

**Category:** Video Quality

**Customer Comments:** Customer noticed that his picture was of poor quality.

**Resolution:** Encouraged customer to run speed test and if it is below 200kbps to contact ISP and increase bandwidth for upload.

**Ticket Closed:** 03/22/06

**Ticket 8967**

**Ticket Opened:** 03/29/06

**Category:** Video Quality

**Customer Comments:** Customer complained that he sees watery images on his dlink.

**Resolution:** Contacted customer and assisted with modifying speed settings.

**Ticket Closed:** 03/30/06

**Ticket 9045**

**Ticket Opened:** 03/31/06

**Category:** Video Quality

**Customer Comments:** Customer complains of freezing during call.

**Resolution:** Advised to run a speed test to determine if upload is small. If small, recommended calling cable company for upgrade.

**Ticket Closed:** 03/31/06

**Ticket 9073**

**Ticket Opened:** 03/31/06

**Category:** Video Quality

**Customer Comments:** Customer reports bad picture.

**Resolution:** Encouraged customer to adjust video speed settings on VP. Explained if that doesn't help, to run speed test and determine if speeds are low. If they are low, to contact ISP for upgrade.

**Ticket Closed:** 03/31/06

**Ticket 9146**

**Ticket Opened:** 04/04/06

**Category:** Video Quality

**Customer Comments:** Customer complains of bad video picture.

**Resolution:** Customer has low upload and minimal download. Explained that she would need to contact ISP to increase the bandwidth to get a better picture quality.

**Ticket Closed:** 04/04/06

**Ticket 9184**

**Ticket Opened:** 04/05/06

**Category:** Video Quality

**Customer Comments:** Customer complained of poor video quality.

**Resolution:** Informed customer that they would need to contact cable company for improvement. Has minimum for both upload and download.

**Ticket Closed:** 04/05/06

**Ticket 9698**

**Ticket Opened:** 05/15/06

**Category:** Video Quality

**Customer Comments:** Customer called on VP, reports bad picture

**Resolution:** Tested speed with customer and helped adjust settings for speed on VP. Customer happy with settings now.

**Ticket Closed:** 05/23/06

**Ticket 7907**

**Ticket Opened:** 01/11/06

**Category:** Video Quality

**Customer Comments:** VI #318 Station 11 Regardless of platform, setting or speed, picture quality is poor. Several have 1-2 second delay (on both Dlink and VS 2.5). Callers have also commented on my picture quality a few times.

**Resolution:** Customer Care worked with IT person at customers' work to adjust settings, the picture quality is better now.

**Ticket Closed:** 01/18/06

**Ticket 9571**

**Ticket Opened:** 05/01/06

**Category:** Video Quality

**Customer Comments:** VI 339-Two callers in a row, both on HOVRS VS High settings were clear to the VI but both callers terminated their call citing poor video quality. Restarted the computer. Same caller came on screen again, same problem. 10:18 pm additional caller came on screen and complained of poor video quality.

**Resolution:** Customer care contacted customer and worked with customer to adjust speed settings. Customer reports that picture has improved.

**Ticket Closed:** 05/12/06

**Ticket 5812**

**Ticket Opened:** 06/30/05

**Category:** Video Quality

**Customer Comments:** Customer wanted to know why his Video was not clear.

**Resolution:** Recommended that he check his upload and download speeds and if it is slow, to contact his ISP for a better upload speed.

**Ticket Closed:** 06/30/05

**Ticket 5955**

**Ticket Opened:** 07/13/05

**Category:** Video Quality

**Customer Comments:** VS-high. choppy video, will lower speed.

**Resolution:** Suggested lower speed setting. Customer did not call back for test.

**Ticket Closed:** 07/13/05

**Ticket 6053**

**Ticket Opened:** 07/21/05

**Category:** Video Quality

**Customer Comments:** Automatic face tracking is causing picture to pan and zoom out.

**Resolution:** Assisted customer with turning off face tracking.

**Ticket Closed:** 07/21/05

**Ticket 6058**

**Ticket Opened:** 07/21/05

**Category:** Video Quality

**Customer Comments:** VS-high. Suggested to set to VS-med.

**Resolution:** Customer called back and informed customer care of improved picture quality.

**Ticket Closed:** 07/21/05

**Ticket 6064**

**Ticket Opened:** 07/22/05

**Category:** Video Quality

**Customer Comments:** Very dark and he has to push contrast button to get serviceable views.

**Resolution:** Explained Dlink auto adjust feature. Customer care helped customer to turn it on.

**Ticket Closed:** 07/22/05

**Ticket 6071**

**Ticket Opened:** 07/22/05

**Category:** Video Quality

**Customer Comments:** Tried to connect with customer, but no contact. Typed with customer on chat box. Customer reports very poor picture quality.

**Resolution:** Customer care had customer run speed test. Test indicated that upload was minimal. Customer care explained to customer that they will need to increase bandwidth to allow quality connection. Customer understood and will call ISP.

**Ticket Closed:** 08/01/05

**Ticket 6095**

**Ticket Opened:** 07/26/05

**Category:** Video Quality

**Customer Comments:** Customer said that VI sees customer as blurry.

**Resolution:** Recommended to customer to use VideoSign at medium speed to improve the video quality. Customer was using Netmeeting.

**Ticket Closed:** 07/26/05

**Ticket 6116**

**Ticket Opened:** 07/27/05

**Category:** Video Quality

**Customer Comments:** Interpreter can see me pretty good whereas your picture of interpreter is superior. A couple days, it seems to get worse. I am not sure why this is happening. One suggests that I should download videosign. I am tempted but I want to make sure that I can use videosign to communicate one to one with their various videophone.

**Resolution:** Customer Care emailed customer differences between netmeeting and video sign. Explained the points of VideoSign and how it can be used.

**Ticket Closed:** 07/28/05

**Ticket 6162**

**Ticket Opened:** 08/01/05

**Category:** Video Quality

**Customer Comments:** Customer called using netmeeting. Picture was poor, suggested to caller to call hovrs interpreter via Video Sign and then transfer to CC.

**Resolution:** Helped customer set up router settings. Also noticed that the customer had low upload speed. Made

recommendation to have ISP increase upload.

**Ticket Closed:** 08/01/05

**Ticket** 6455

**Ticket Opened:** 08/24/05

**Category:** Video Quality

**Customer Comments:** Netmeeting: Customer inquired about how to improve video quality.

**Resolution:** Suggested using Video Sign instead of netmeeting. Explained how to download Videosign. Customer called back and reports it works well.

**Ticket Closed:** 08/24/05

**Ticket** 6504

**Ticket Opened:** 08/29/05

**Category:** Video Quality

**Customer Comments:** Looks like incompatible camera. Logitech Quickcam 8.1.3

**Resolution:** Customer Care informed customer that the webcam is incompatible. Gave recommendations for proper webcams.

**Ticket Closed:** 08/29/05

**Ticket** 6634

**Ticket Opened:** 09/09/05

**Category:** Video Quality

**Customer Comments:** VS-low. Customer Care advised change speed to VS-med.

**Resolution:** Customer care was not able to verify settings were successful because customer did not call back to test.

**Ticket Closed:** 09/09/05

**Ticket** 7186

**Ticket Opened:** 11/02/05

**Category:** Video Quality

**Customer Comments:** I notice that my webcam picture is not clear. It appears fuzzy. How can I make the picture better?

**Resolution:** Customer Care determined that the customers' computer did not meet minimum requirements. Suggested to customer to upgrade.

**Ticket Closed:** 11/03/05

**Ticket** 7255

**Ticket Opened:** 11/09/05

**Category:** Video Quality

**Customer Comments:** Customer complains that normally pixilated on VS-low. Customer Care advised VS-med.

**Resolution:** Customer Care asked customer to call back. Customer Care did not hear back from customer.

**Ticket Closed:** 11/09/05

**Ticket** 7727

**Ticket Opened:** 12/30/05

**Category:** Video Quality

**Customer Comments:** Customer reports videosign 2.5 is not clear, gave customer link for 2.0 download.

**Resolution:** Customer is able to connect fine with 2.0. It was determined that the customer's computer did not meet requirements of 2.5. Customer is fine with 2.0 for now.

**Ticket Closed:** 12/30/05

**Ticket** 7880

**Ticket Opened:** 01/10/06

**Category:** Video Quality

**Customer Comments:** Customer had setting vs-HIGH, reports picture is not clear. Customer Care Recommended vs-med and requested call back.

**Resolution:** Customer called back and reports video quality has improved.

**Ticket Closed:** 01/12/06

**Ticket** 7936

**Ticket Opened:** 01/13/06

**Category:** Video Quality

**Customer Comments:** VS-high 2.5, no contact. called again on Dlink. Caller said he could see interpreter but when transferred to me it just said "connecting..." Picture quality was not great.

**Resolution:** Assisted customer with router set up and helped refine speed settings for webcam. Seems to work fine now. Customer care tested twice with customer.

**Ticket Closed:** 01/13/06

**Ticket 7949**

**Ticket Opened:** 01/13/06

**Category:** Video Quality

**Customer Comments:** 2.5 connection, very poor, tried all settings, low-med-high.. will suggest that they use 2.0 to download...

**Resolution:** Gave back version of 2.0. Works fine. I feel that the 2.5 version may have some bugs, as it was determined that the computer was up to spec. Customer is fine with the 2.0 version.

**Ticket Closed:** 01/16/06

**Ticket 7960**

**Ticket Opened:** 01/16/06

**Category:** Video Quality

**Customer Comments:** Customer reports bad video, VS-low. Customer Care advised vs-med and to call back.

**Resolution:** Customer Care unable to contact customer for follow up.

**Ticket Closed:** 01/18/06

**Ticket 8601**

**Ticket Opened:** 03/07/06

**Category:** Video Quality

**Customer Comments:** Customer reports video very choppy. VS-high. Customer Care advised VS-low, and to call back.

**Resolution:** Customer called back and reports a slightly better picture. Customer says he will try some more calls.

**Ticket Closed:** 03/09/06

**Ticket 8716**

**Ticket Opened:** 03/16/06

**Category:** Video Quality

**Customer Comments:** VS-low caller, Customer Care advised vs-medium and to call back.

**Resolution:** Caller called back and reports that picture is better.

**Ticket Closed:** 03/17/06

**Ticket 8171**

**Ticket Opened:** 01/31/06

**Category:** Video Quality

**Customer Comments:** Customer reports blurry and slow video. Asked customer to adjust speed settings to high and call back.

**Resolution:** Customer called back and reports a better picture.

**Ticket Closed:** 02/01/06

**Ticket 8203**

**Ticket Opened:** 01/31/06

**Category:** Video Quality

**Customer Comments:** I tried to contact you. I can't contact you through window. Also I tried to have your interpreter to transfer to you. It still doesn't work. The picture of me is clear but hovrs interpreter is not clear. I wonder if you have any upgrade. If so, I would like to download it. Do you think our webcam is old? Need to replace?

**Resolution:** Emailed customer asking for computer specs and webcam specs. Customer has not responded to Customer Care request for additional information.

**Ticket Closed:** 01/31/06

**Ticket 8583**

**Ticket Opened:** 03/03/06

**Category:** Video Quality

**Customer Comments:** Problems not two self video see need tell if come visit appointment okay

**Resolution:** Emailed customer. Customer contacted back and it was determined the customer had a low upload speed of 86. Informed customer they need to call ISP to have it upgraded.

**Ticket Closed:** 03/15/06

**Ticket 8880**

**Ticket Opened:** 03/23/06

**Category:** Video Quality

**Customer Comments:** I have a problem with the HOVRS service, seem bad speed and slow picture.

**Resolution:** Emailed customer. Customer got Customer Care live on video and helped customer adjust speed settings to VS low and reports better picture.

**Ticket Closed:** 03/23/06

**Ticket 9576**

**Ticket Opened:** 05/02/06

**Category:** Video Quality

**Customer Comments:** vs-low caller still blurry. Customer Speed test says 45 upload.

**Resolution:** Customer Care advised customer to get high speed internet before using VRS

**Ticket Closed:** 05/02/06

**Ticket 8325**

**Ticket Opened:** 02/08/06

**Category:** Router

**Customer Comments:** Customer complains that she gets disconnected every 20 mins from her HOVRS router.

**Resolution:** It was found that she had the D-link 524 router which was installed by us, and later replaced with the 624. Sent Installer to replace the 524.

**Ticket Closed:** 02/10/06

**Ticket 5966**

**Ticket Opened:** 07/14/05

**Category:** Router

**Customer Comments:** Customer had question about router set up.

**Resolution:** Customer is knowledgeable with set up, so gave him a few pointers for setting up. Also informed him about no-ip.com

**Ticket Closed:** 07/14/05

**Ticket 5974**

**Ticket Opened:** 07/15/05

**Category:** Router

**Customer Comments:** I pushed default button. Lost all data. we cannot use VP.

**Resolution:** CC emailed customer that we will be here to assist him when he's ready. Customer contact us back and helped him set up DMZ for his VP.

**Ticket Closed:** 07/15/05

**Ticket 6136**

**Ticket Opened:** 07/29/05

**Category:** Router

**Customer Comments:** Customer had question on how to set up his router and how to set up DMZ.

**Resolution:** Customer Care worked with customer how to set up the DMZ on his D-link Router. After, we tested and the picture was clear.

**Ticket Closed:** 07/29/05

**Ticket 6163**

**Ticket Opened:** 08/01/05

**Category:** Router

**Customer Comments:** Customer wanted info on how to set up di-624 router.

**Resolution:** Instructed caller and gave step by step instructions how to set up router.

**Ticket Closed:** 08/01/05

**Ticket 6189**

**Ticket Opened:** 08/03/05

**Category:** Router

**Customer Comments:** Just wanted you to know I've tried to place a call but can't establish a connection or I get a black screen.

**Resolution:** Customer Care contacted customer and by that time the customer had already gotten help. Customer reported that picture is good and no problems with connections now.

**Ticket Closed:** 08/03/05

**Ticket 6249**

**Ticket Opened:** 08/08/05

**Category:** Router

**Customer Comments:** I would like to set up my "i2eye" video phone. I need help. I have SBC 2wire for my DSL and I have a Linksys router and I am using a television and not a computer monitor.

**Resolution:** Assisted with set up and router configuration. Informed customer that linksys was probably not the best choice to use with VP, but it was working. Informed customer the d-link router would be a better choice.

**Ticket Closed:** 08/08/05

**Ticket 6751**

**Ticket Opened:** 09/21/05

**Category:** Router

**Customer Comments:** Customer asked about DHCP setting.

**Resolution:** Instructed customer to reset router. Assisted customer to set up router for DMZ for use with VP.

**Ticket Closed:** 09/21/05

**Ticket 6796**

**Ticket Opened:** 09/26/05

**Category:** Router

**Customer Comments:** I'm trying to configure our router for access to the VRS software. I got listing of all the ports that need to be opened up for the firewall but I need to know what the destination address (your IP address) for the VRS is so that I can create a router entry.

**Resolution:** Customer Care emailed customer destination addresses to configure his firewall settings.

**Ticket Closed:** 09/29/05

**Ticket 6814**

**Ticket Opened:** 09/27/05

**Category:** Router

**Customer Comments:** Customer wanted assistance setting up router.

**Resolution:** Informed customer installer will contact her. Installer made appointment already with customer. Installer completed installation and configuration of router and was able to connect to VRS with a clear picture.

**Ticket Closed:** 09/28/05

**Ticket 7098**

**Ticket Opened:** 10/25/05

**Category:** Router

**Customer Comments:** I am not able to access to VRS/VP services because the router is not working. I had my son in law to call the cable and found out that when we bypass the router, my internet works. However when the router is on, both the internet and the videophones do not work.

**Resolution:** Customer Care emailed customer informing her that installer will contact her.

**Ticket Closed:** 10/26/05

**Ticket 7236**

**Ticket Opened:** 11/08/05

**Category:** Router

**Customer Comments:** Customer having problems with router-no way to contact him on public IP.

**Resolution:** Troubleshoot and found out that the modem is not compatible with VP. Suggested he contact ISP to exchange the modem.

**Ticket Closed:** 11/08/05

**Ticket 7284**

**Ticket Opened:** 11/11/05

**Category:** Router

**Customer Comments:** Customer had two routers, and not working.

**Resolution:** Suggested she remove one and try. It works, she'll have the person who set it up hook the other one up. Explained to the customer there was no reason to have two routers for her type of setup.

**Ticket Closed:** 11/14/05

**Ticket 7351**

**Ticket Opened:** 11/17/05

**Category:** Router

**Customer Comments:** Customer has 2 routers, 604 and 624. Wanted to know how to set up.

**Resolution:** Suggested that he change the wan settings on the 624 when hooking up. Tested with 624 router and it was successful. Informed the customer he doesn't need the 604.

**Ticket Closed:** 11/17/05

**Ticket 7384**

**Ticket Opened:** 11/21/05

**Category:** Router

**Customer Comments:** Customer needed access to router to turn on wireless.

**Resolution:** Connected with customer and assisted customer with turning on wireless for his router. Customer is now able to use laptop for VRS.

**Ticket Closed:** 11/21/05

**Ticket 7386**

**Ticket Opened:** 11/21/05

**Category:** Router

**Customer Comments:** Customer wanted router wireless turned on.

**Resolution:** Went into customer's router and turned on wireless radio button to enable settings. Customer was able to access internet now with his laptop.



**Ticket Closed:** 11/21/05

**Ticket** 7432

**Ticket Opened:** 11/29/05

**Category:** Router

**Customer Comments:** Customer's router provided by hovrs was not set right.

**Resolution:** Remotely accessed customer's computer to correct router settings. Tested and worked.

**Ticket Closed:** 11/29/05

**Ticket** 7528

**Ticket Opened:** 12/07/05

**Category:** Router

**Customer Comments:** Customer's hovrs router was set up on both DMZ and Port Forwarding.

**Resolution:** Remotely accessed router and adjusted settings. Tested and successful connection.

**Ticket Closed:** 12/07/05

**Ticket** 7637

**Ticket Opened:** 12/19/05

**Category:** Router

**Customer Comments:** Customer wanted wireless router from us. Explained that we will send someone if he can fill out form.

**Resolution:** Installer was able to meet with customer and go out to do the installation at customer's home. Installer configured and set up with success.

**Ticket Closed:** 01/09/06

**Ticket** 8375

**Ticket Opened:** 02/13/06

**Category:** Router

**Customer Comments:** Customer had speedstream 5100, and microsoft router.

**Resolution:** Will send new router to work address provided by customer.

**Ticket Closed:** 02/13/06

**Ticket** 8489

**Ticket Opened:** 02/27/06

**Category:** Router

**Customer Comments:** Customer has D-link d-634 router, wanted assistance to set up router.

**Resolution:** Provided remote access and set up for router.

**Ticket Closed:** 02/27/06

**Ticket** 9310

**Ticket Opened:** 04/12/06

**Category:** Router

**Customer Comments:** Customer reports that his VP has lost all settings and that his router was reset.

**Resolution:** Assisted customer with configuration settings for VP and router. Worked with customer step by step to configure both—and tested afterwards and got a great picture.

**Ticket Closed:** 04/13/06

**Ticket** 5921

**Ticket Opened:** 07/11/05

**Category:** Router

**Customer Comments:** Caller couldn't see VI and VI couldn't see caller. Made recommendations for the customer's router settings. Customer will set up DMZ for his computer.

**Resolution:** Customer called back and tested. Video connection was successful.

**Ticket Closed:** 07/11/05

**Ticket** 7135

**Ticket Opened:** 10/28/05

**Category:** Router

**Customer Comments:** I think I have a problem with my television after I dialed HOVRS in which it showed black on the screen. I could not open HOVRS.COM about the service on the computer. I feel that it may be disabled and the number may be disappeared that is why it showed black screen on the tv. I need to change from disabled to enabled and put the number on it. Thanks!!

**Resolution:** Customer Care contacted customer and assisted customer with DMZ setting for her router.

**Ticket Closed:** 10/31/05

**Ticket** 9156

**Ticket Opened:** 04/04/06

**Category:** Router

**Customer Comments:** Customer contacted CC for help with wireless apple airport router and wireless VideoPhone.

**Resolution:** Provided customer with DMZ settings for router and VP network address settings. Customer is able to connect.

**Ticket Closed:** 04/04/06

**Ticket 5817**

**Ticket Opened:** 06/30/05

**Category:** Router

**Customer Comments:** Customer needed help setting up his router to work with webcam and VP.

**Resolution:** Customer Care assisted customer with port forwarding. Customer called back to test and video connection was successful.

**Ticket Closed:** 06/30/05

**Ticket 6124**

**Ticket Opened:** 07/28/05

**Category:** Router

**Customer Comments:** Customer had MAC and vp-100. wanted to know how he can set up both without any conflicts.

**Resolution:** Customer Care explained to customer how to port forward and turn off dmz. Customer Called back to test and both works great.

**Ticket Closed:** 07/28/05

**Ticket 7324**

**Ticket Opened:** 11/15/05

**Category:** Router

**Customer Comments:** Customer needed help opening ports on d-link router.

**Resolution:** Customer Care Explained how to open each port with step by step instructions. The customer called customer care back to test and there was a successful connection.

**Ticket Closed:** 11/15/05

**Ticket 7423**

**Ticket Opened:** 11/28/05

**Category:** Router

**Customer Comments:** Customer had questions about how to set up router to work with webcam and VP.

**Resolution:** Tutored customer how to set up port forwarding. Also inquired about reimbursement. Informed customer that we have his bill for reimbursement.

**Ticket Closed:** 11/30/05

**Ticket 8958**

**Ticket Opened:** 03/28/06

**Category:** Router

**Customer Comments:** I have problem that no one can see me while i can see anyone via webcam. I believe router needs to change some setting like firewall or what.

**Resolution:** Assisted customer with port forward set up on 624 router.

**Ticket Closed:** 03/30/06

**Ticket 6282**

**Ticket Opened:** 08/10/05

**Category:** Firewalls

**Customer Comments:** We are trying to set up a system through our district fire wall using a D-Link camera connected directly to our high speed network. Our network tech opened the firewall (did H.322 through firewall) but here's the problem: 1. It won't detect the public address 2. It dials but doesn't connect using test IP XXXXXX Our internal router is XXXXXX. We were able to ping out

**Resolution:** Emailed customer list of ports to open on firewall, and also IP ranges to allow for VRS connection.

**Ticket Closed:** 08/12/05

**Ticket 6435**

**Ticket Opened:** 08/23/05

**Category:** Firewalls

**Customer Comments:** I spoke with IT dept here at my work and they told me H323 has always open outbound on our firewall. IT tech wants to know what is exactly problem. Can any of hovrs tech support contact and explain to IT here of what to look for? Let me know.

**Resolution:** Sent customer link at Apple website containing information about port settings in firewall. Customer was able to open those ports and tested fine.

**Ticket Closed:** 08/23/05

**Ticket 6918**

**Ticket Opened:** 10/06/05

**Category:** Firewalls

**Customer Comments:** Can you tell me who is the right person for me to ask with the problem at office. My company have T-1 which is good for me to get I2 Dlink at office. I gave my company a list of ports that I need. They are unable to provide the ports which I need to use VRS. Here is the exactly words from the management The ports that the video relay system required are currently being used by our PingTone IP phone system. We will not be able to address this issue until we move off the PingTone system and on to the Covad system

**Resolution:** CC emailed customer informing him that ports 1720 or the h323 protocol are ways to allow video on the corp network. VOIP uses 1720.

**Ticket Closed:** 10/06/05

**Ticket** 7069

**Ticket Opened:** 10/20/05

**Category:** Firewalls

**Customer Comments:** I am trying to set up this service on a couple of PCs within our network and I am having a problem with your video showing up on my end. My video goes out to you just fine. Our PCs are behind a firewall and a router and the security on the ports is pretty strict. I believe we have our firewall configured correctly. I was wondering if there is anything I can try to get the video signal to work properly

**Resolution:** CC emailed customer informing him of ports and firewall configuration for video.

**Ticket Closed:** 10/24/05

**Ticket** 7405

**Ticket Opened:** 11/22/05

**Category:** Firewalls

**Customer Comments:** Customer calling from restaurant and reports some slow speed with VRS.

**Resolution:** Explained to customer that most wi-fi networks will experience some slow speed due to the wireless nature of the connection

**Ticket Closed:** 11/23/05

**Ticket** 7491

**Ticket Opened:** 12/05/05

**Category:** Firewalls

**Customer Comments:** Customer has problems with firewall at their company.

**Resolution:** Customer Care suggested turning on the h.323 and try calling back. Customer did not call back to test.

**Ticket Closed:** 12/05/05

**Ticket** 7770

**Ticket Opened:** 01/04/06

**Category:** Firewalls

**Customer Comments:** Caller is working with her local tech support, wanted an update.

**Resolution:** Gave IP ranges to customer to give to their IT professional.

**Ticket Closed:** 01/04/06

**Ticket** 7818

**Ticket Opened:** 01/05/06

**Category:** Firewalls

**Customer Comments:** I am having trouble getting VRS to work correctly ever since before Christmas. We have identified that part of your providers has upgraded their service to the newer version h323 VOIP for their VRS and we cannot support that until our firewalls are upgraded, we are in the process of scheduling the upgrade, we hope to have that completed in early February.

**Resolution:** Emailed customer the version of h.323 we are using. Customer relayed the information back to their IT, have not heard back after a follow up email.

**Ticket Closed:** 01/17/06

**Ticket** 7912

**Ticket Opened:** 01/11/06

**Category:** Firewalls

**Customer Comments:** My firewall is blocking me and 2 other employees from accessing a video interpreter- please let me know what I need to do to overcome the firewalls within the office building. I asked our "IT" guy and he said to ask you what to do to get past the firewalls. **Resolution:** Emailed customer suggested that she tell IT person to check h.323 protocol.

**Ticket Closed:** 01/12/06

**Ticket** 8245

**Ticket Opened:** 02/02/06

**Category:** Firewalls

**Customer Comments:** IT person wanted to know protocol for firewall settings.

**Resolution:** Customer Care gave h.323 info to IT professional.

**Ticket Closed:** 02/02/06

**Ticket 8281**

**Ticket Opened:** 02/03/06

**Category:** Firewalls

**Customer Comments:** We are trying to configure our firewalls to allow one of our employees to utilize the HOVRS service. We have configured the firewalls for the TCP/UDP ports listed on your website, however our employee is only able to connect some of the time.

**Resolution:** Sent customer IP ranges address information to configure their firewall. The customer called back and got Customer Care, and works just fine.

**Ticket Closed:** 02/07/06

**Ticket 8662**

**Ticket Opened:** 03/10/06

**Category:** Firewalls

**Customer Comments:** One of my end users has downloaded your product and is trying to get it working. He can bring up the HOVRS product fine, and we are able to see ourselves in the video screen, but when he clicks VRS, the application shuts down completely (but leaves HOVRSlauncher.e running in the processes (but the application is not shown to be running)). He has 512MB of memory also. He does not have a firewall running.

**Resolution:** Informed customer hovrs does not work with windows NT. Gave customer other options ( hovrsIm and hovrs.tv ) and explained how to set it up. Also recommended that they upgrade from 512MB to higher.

**Ticket Closed:** 03/15/06

**Ticket 8684**

**Ticket Opened:** 03/14/06

**Category:** Firewalls

**Customer Comments:** I am trying to allow VRS through my companies firewall, but I do not want to allow the source to be ANYWHERE. I would like to know if there is a specific IP range that I can allow to make the application work.

**Resolution:** Customer Care emailed customer IP ranges to allow video.

**Ticket Closed:** 03/21/06

**Ticket 9000**

**Ticket Opened:** 03/30/06

**Category:** Firewalls

**Customer Comments:** We have problems with video quality because of the way our internet is set up for our office building. Is there anyone there who might have expertise in this area in terms of work-arounds, etc. and could speak with our IT person?

**Resolution:** Customer Care emailed customer IP ranges to put in their firewall for configuration.

**Ticket Closed:** 03/30/06

**Ticket 9069**

**Ticket Opened:** 03/31/06

**Category:** Firewalls

**Customer Comments:** Is there an update on this case? Do you have a support phone number to call? Customer needed ports and ranges to allow for corporate firewall.

**Resolution:** Customer Care emailed IP ranges to allow for video to customer.

**Ticket Closed:** 03/31/06

**Ticket 9406**

**Ticket Opened:** 04/20/06

**Category:** Firewalls

**Customer Comments:** I have a computer that already allowed the firewall access to my computer but unfortunately same problem as before.. Interpreter relay can see and I can't see them.

**Resolution:** Customer Care emailed customer back suggesting that he have IT allow h.323 for the firewall.

**Ticket Closed:** 04/28/06

**Ticket 9731**

**Ticket Opened:** 05/18/06

**Category:** Firewalls

**Customer Comments:** We can not get past Windows XP sp2 firewall. We can call out but we can not get a signal back from HOVRS. The connection terminates waiting for HOVRS to return. We have entered the exceptions listed in your FAQs but we continue to fail to receive the video stream from HOVRS. We can not add in a dynamic address for a port number for the two H.323 call control of streaming settings. We also added the program to the exceptions and still we were not able to get connected.

**Resolution:** Customer Care gave customer a list of IP addresses to allow for connection.

**Ticket Closed:** 06/02/06

**Ticket** 5961

**Ticket Opened:** 07/14/05

**Category:** Firewalls

**Customer Comments:** Customer had windows firewall on. Recommended he turn it off and place a test call.

**Resolution:** Caller called back, assisted customer with router and firewall settings. Successful video connection.

**Ticket Closed:** 07/14/05

**Ticket** 6107

**Ticket Opened:** 07/27/05

**Category:** Firewalls

**Customer Comments:** Webcam is not working with computer.

**Resolution:** Customer Care advised customer to turn off Window's firewall. Customer called back and tested, works.

**Ticket Closed:** 07/27/05

**Ticket** 6597

**Ticket Opened:** 09/07/05

**Category:** Firewalls

**Customer Comments:** Customer called-VS-low. Long time user needed to use computer recovery tool, now cannot call us. He has Windows Firewall. He'll turn that off and call again.

**Resolution:** Customer did not call back after advised customer to call back to test.

**Ticket Closed:** 09/07/05

**Ticket** 6409

**Ticket Opened:** 08/22/05

**Category:** Firewalls

**Customer Comments:** Norton Internet security is on.

**Resolution:** Educated customer on how to turn off Norton Internet Security temporarily to make successful VRS calls.

**Ticket Closed:** 08/22/05

**Ticket** 9677

**Ticket Opened:** 05/11/06

**Category:** Firewalls

**Customer Comments:** Concerned about having black screen when other customer call. The Customer has a linksys router.

**Resolution:** Customer Care will request to have dlink router for customer. Installer scheduled and went out to customer's home to install router. Tested successfully.

**Ticket Closed:** 05/12/06

**Ticket** 5923

**Ticket Opened:** 07/11/05

**Category:** Firewalls

**Customer Comments:** Chatted with customer, no video. Will attempt to remotely access customer's computer. Suspected firewall preventing call backs.

**Resolution:** Customer Care recommended customer upgrade RAM to 256, customer only had 128, much too slow for video.

**Ticket Closed:** 07/11/05

**Ticket** 5982

**Ticket Opened:** 07/15/05

**Category:** Firewalls

**Customer Comments:** Netmeeting, no video. Customer's router DMZ is on, and has Video Phone. Turned DMZ off and port forwarded the VP, so webcam will work.

**Resolution:** Customer Care tested with customer and was successful in making calls.

**Ticket Closed:** 07/22/05

**Ticket** 6164

**Ticket Opened:** 08/01/05

**Category:** Firewalls

**Customer Comments:** Customer wanted to know where reset button was on router.

**Resolution:** Explained to customer where it is. Informed customer he may need to input all settings again if he chooses to reset the router. Advised customer that we can help with settings if he wishes to have assistance.

**Ticket Closed:** 08/01/05

**Ticket** 6759

**Ticket Opened:** 09/21/05

**Category:** Firewalls

**Customer Comments:** I can see myself both on self mirror and vi video but I do not see interpreter and neither interpreter could not see me. How do I fix the problem?

**Resolution:** CC directed customer to turn off firewalls and try again. Customer found Zone Alarm Firewall was on, turned it off and was able to make calls.

**Ticket Closed:** 09/23/05

**Ticket 8010**

**Ticket Opened:** 01/18/06

**Category:** Firewalls

**Customer Comments:** Customer informed that her modem is not compatible with 524 router. **Resolution:** Installer ROC will bring replacement 624 router to customer's home. Installer has already scheduled appointment. Installer was able to make the replacement and make successful call with customer.

**Ticket Closed:** 01/20/06

**Ticket 8363**

**Ticket Opened:** 02/10/06

**Category:** Firewalls

**Customer Comments:** how i can get firewall off

**Resolution:** Customer Care emailed customer how to turn firewall most firewalls off. Explained where to look and general hints to make video work. Informed customer they can contact us back if they need more assistance.

**Ticket Closed:** 02/13/06

**Ticket 6084**

**Ticket Opened:** 07/25/05

**Category:** Firewalls

**Customer Comments:** Installer had some feedback about some installations in customer's homes.

**Resolution:** Customer Care discussed router issues with video phones and what routers have some problems. Advised customer on some recommendations.

**Ticket Closed:** 07/25/05

**Ticket 6504**

**Ticket Opened:** 08/29/05

**Category:** Incompatible webcam

**Customer Comments:** looks like incompatible camera. Logitech Quickcam 8.1.3

**Resolution:** Incompatible camera. Customer Care Informed customer about compatible cameras that are available.

**Ticket Closed:** 08/29/05

**Ticket 5976**

**Ticket Opened:** 07/15/05

**Category:** D-link not installed correctly

**Customer Comments:** I failed using all video compatible to connect using VRS via netmeeting, videosign and hovrs.tv. Previously the dlink was used with sprint and its out of service. Sprint is not available to work with this household. So I replaced with Hands On DLink. Now it cannot be connected because of existing phone number and cannot be bypassed.

**Resolution:** Customer Care worked with customer assisting him to set up the D-link VP and walked him through steps for connection. Apparently the modem wasn't getting the signal, but we called the provider and got it working. VP tested fine afterwards.

**Ticket Closed:** 07/21/05

**Ticket 5977**

**Ticket Opened:** 07/15/05

**Category:** D-link not installed correctly

**Customer Comments:** Customer needed help setting up d-link.

**Resolution:** Customer Care instructed customer how to set up and suggested making a test call to an interpreter. Customer care did not get test call back from customer.

**Ticket Closed:** 07/15/05

**Ticket 6074**

**Ticket Opened:** 07/22/05

**Category:** D-link not installed correctly

**Customer Comments:** Customer needed help with set up for D-link

**Resolution:** Customer Care assisted with Set up and configuration. Tested with Customer Care, the picture was good.

**Ticket Closed:** 07/22/05

**Ticket 6200**

**Ticket Opened:** 08/03/05

**Category:** D-link not installed correctly

**Customer Comments:** Customer need help setting up Dlink vp and router.

**Resolution:** Customer Care helped customer set up dlink, walking through each step to make sure it is connected correctly.

**Ticket Closed:** 08/05/05

**Ticket** 6915

**Ticket Opened:** 10/06/05

**Category:** D-link not installed correctly

**Customer Comments:** do I need a router to connect my Dlink to the modem?

**Resolution:** Customer Care explained to customer that they do not need a router, and explained to customer how to set up D-link VP.

**Ticket Closed:** 10/10/05

**Ticket** 7088

**Ticket Opened:** 10/24/05

**Category:** D-link not installed correctly

**Customer Comments:** Modem usb goes to the back of the computer and then the ethernet from the back of the computer goes to router (wan). So the red ethernet from router to videophone that doesn't work at all. there is no red light on the left side of the lens.

**Resolution:** Customer Care contacted customer and walked customer through each connection and how to set up. Tested afterwards and works fine.

**Ticket Closed:** 10/25/05

**Ticket** 7294

**Ticket Opened:** 11/14/05

**Category:** D-link not installed correctly

**Customer Comments:** Customer wanted to know how to set up d-link for friend. Apparently the set up was not correct.

**Resolution:** Customer was able to set up with the help of Customer Care. Tested afterwards and works fine.

**Ticket Closed:** 11/14/05

**Ticket** 7346

**Ticket Opened:** 11/17/05

**Category:** D-link not installed correctly

**Customer Comments:** Customer needed help with set up of D-link VP and needed help with hook up of wires. The router will also need to be configured as well.

**Resolution:** Customer Care contacted customer and worked with him explaining how to hook up each part of the VP to his router, and modem. Tested by calling Customer care and was successful.

**Ticket Closed:** 11/17/05

**Ticket** 7892

**Ticket Opened:** 01/10/06

**Category:** D-link not installed correctly

**Customer Comments:** Customer needed assistance setting up VP and router. He did not have the VP and router hooked up correctly.

**Resolution:** Assisted customer with setting up D-link and router. Tested and works fine now.

**Ticket Closed:** 01/11/06

**Ticket** 5807

**Ticket Opened:** 06/30/05

**Category:** Failed to download

**Customer Comments:** I'm not able to get to the link to download VideoSign Software. Help me out here.

**Resolution:** Customer Care emailed customer direct link to download.

**Ticket Closed:** 06/30/05

**Ticket** 6115

**Ticket Opened:** 07/27/05

**Category:** Failed to download

**Customer Comments:** Security Warning notice - This downloading sequence can ruin my computer program. Can you suggest what ways to download your software program or what? I don't have a webcam yet and what are the best item use for this program of vp programs? Thanks.

**Resolution:** Customer Care emailed customer direct link to download Video sign. Explained VP, how it works.

**Ticket Closed:** 07/28/05

**Ticket** 6149

**Ticket Opened:** 08/01/05

**Category:** Failed to download

**Customer Comments:** I try to download the software so I can use it to dial hovrs, but it will not down load and also can

not use hovrs to call you guys. I have dsl and my internet is with msn and it is a 1.5 high speed. I need to know what I need to sign up and get this program. Thank you **Resolution:** Customer Care emailed customer direct link to download VS. Explained he needs to use IE to download.

**Ticket Closed:** 08/02/05

**Ticket** 6235

**Ticket Opened:** 08/05/05

**Category:** Failed to download

**Customer Comments:** I recently received a new webcam at work and just finished download the videosign software. I am not able to download the software. Is it a firewall issue that is preventing me from using the software to make a phone call? If so, how can I get this resolved with the Dept of Justice server to allow me to make a phone calls?

**Resolution:** CC emailed customer telling him to make sure the h.323 protocol in the outbound rule in the firewall settings is on. Also gave him a direct link for download. Informed him to contact us back if he is still having problems.

**Ticket Closed:** 08/08/05

**Ticket** 6374

**Ticket Opened:** 08/18/05

**Category:** Failed to download

**Customer Comments:** I am unable to receive the Videosign software from www.hovrs.com website as I received error messages and wasn't successful after few retry attempts. Are there any way could you send stand-alone Videosign software by e-mail so I can install it separately? **Resolution:** CC emailed customer direct link to download. Instructed how to download and make a call.

**Ticket Closed:** 08/18/05

**Ticket** 6906

**Ticket Opened:** 10/05/05

**Category:** Failed to download

**Customer Comments:** Customer not able install, I tried to turn off pop up and still not able to install at all.

**Resolution:** Directed customer to direct download from website. He had older version.

**Ticket Closed:** 10/05/05

**Ticket** 6907

**Ticket Opened:** 10/05/05

**Category:** Failed to download

**Customer Comments:** I am not able to install from download for videoSign 2.0 at here my computer, can you tell me what to do.

**Resolution:** Directed customer to direct download from website. He had older version. Customer called back and got video with Customer care.

**Ticket Closed:** 10/05/05

**Ticket** 6916

**Ticket Opened:** 10/06/05

**Category:** Failed to download

**Customer Comments:** I tried to download the videosign and it appears to download but then it shows "starting the installation, please wait..." but nothing happens. Also I don't see any new files appear on my computer.

**Resolution:** Customer Care emailed customer direct link for download. He had an older version. He was able to get interpreter after making the successful download.

**Ticket Closed:** 10/06/05

**Ticket** 6917

**Ticket Opened:** 10/06/05

**Category:** Failed to download

**Customer Comments:** I have tried to download your software onto my computer for five times now and no success. Do you have a cd or diskette for HP WindowsXP w/NetMeeting already installed? If so can you mail it out to me?

**Resolution:** Customer Care emailed customer direct link for download. Customer called back and tested with Customer Care. The picture was good and the customer was able to get the interpreter also.

**Ticket Closed:** 10/06/05

**Ticket** 6919

**Ticket Opened:** 10/06/05

**Category:** Failed to download

**Customer Comments:** I had used VCO through hovrs.com and it was great. However, I had problems so uninstalled the Logitech webcam and then reinstalled it and even placed another VCO call with no problem. However, I cannot make a VCO call at all from hovrs. I've tried reinstalling the HOVRS software and the temperature bar shows that the software downloads 100% and then says to please wait while it installs

**Resolution:** Customer Care emailed customer direct link to download. She has an older version of Video Sign. Customer downloaded and called back and got video with Customer care.



**Ticket Closed:** 10/06/05

**Ticket** 7189

**Ticket Opened:** 11/02/05

**Category:** Failed to download

**Customer Comments:** I cant get anything to download videosign 2.0. Every week, I tried to click it to download. Its pop up and saying there is an error. Is there anything way i can get videosign to use the isight to contact my friends and family? I would be appreciate to hear from you. Thanks!

**Resolution:** CC emailed customer MAC options with hovrsIM and widget. Informed him that VideoSign is not for Macs.

**Ticket Closed:** 11/03/05

**Ticket** 7454

**Ticket Opened:** 11/30/05

**Category:** Failed to download

**Customer Comments:** Customer was using Netscape browser to download VideoSign. **Resolution:** Instructed caller to use IE and gave direct link for download.

**Ticket Closed:** 11/30/05

**Ticket** 7455

**Ticket Opened:** 11/30/05

**Category:** Failed to download

**Customer Comments:** Customer couldn't download VideoSign. Customer has MAC.

**Resolution:** Instructed him how to call using hovrsIM and widget. Explained that Videosign is for PC only.

**Ticket Closed:** 11/30/05

**Ticket** 7456

**Ticket Opened:** 11/30/05

**Category:** Failed to download

**Customer Comments:** Customer could not download.

**Resolution:** Sent customer direct link for download of VideoSign.

**Ticket Closed:** 11/30/05

**Ticket** 7459

**Ticket Opened:** 11/30/05

**Category:** Failed to download

**Customer Comments:** need download for mac 10.3 version. i tried to download but there are javascript "error:undefined" messages.

**Resolution:** CC emailed customer directing him to hovrsIM and informed him that Video Sign is not for the mac, only for PC.

**Ticket Closed:** 11/30/05

**Ticket** 7734

**Ticket Opened:** 12/30/05

**Category:** Failed to download

**Customer Comments:** I am trying to download (VideoSign 2.5) but it is not fit with Macintosh. Where can I get it?

**Resolution:** Emailed customer explaining that 2.5 is only for PC users. Encouraged customer to use hovrsIM and widget.

**Ticket Closed:** 12/30/05

**Ticket** 7910

**Ticket Opened:** 01/11/06

**Category:** Failed to download

**Customer Comments:** While I did download videoSign 2.5 from your webpage then follow the steps to click "next" but till "End User License Agreement" to be unable to continue the next step, why?

**Resolution:** Emailed customer explaining that they need to click "i accept" for license agreement, and then "next" to complete download.

**Ticket Closed:** 01/11/06

**Ticket** 8161

**Ticket Opened:** 01/30/06

**Category:** Failed to download

**Customer Comments:** I have been waiting for the launching of the software. How long does it take done? It seems one hour waiting before I can close the window?

**Resolution:** Customer Care emailed customer direct link for downloading of VS 2.5. Customer was able to call Customer care back for test. Customer reported that the picture was good.

**Ticket Closed:** 01/30/06

**Ticket** 9057

**Ticket Opened:** 03/31/06

**Category:** Failed to download

**Customer Comments:** I am having problem download videosign 2.5 when I get to the agreement contract and then click and then nothing come out

**Resolution:** Customer care emailed customer direct link to download with instructions. Customer was not able to call back due to other commitments. Customer told Customer care they will call back at another time. Customer care gave customer hours of operation.

**Ticket Closed:** 03/31/06

**Ticket** 9480

**Ticket Opened:** 04/24/06

**Category:** Failed to download

**Customer Comments:** I tried to run on this hovrs but it was unable to open. Because The system can't find the path specified and The installation can't continue log on as and administrator or contact your system administrator.

**Resolution:** No customer contact. Customer care contacted customer twice, and got no response.

**Ticket Closed:** 04/28/06

## Miscellaneous

**Ticket** 7414

**Ticket Opened:** 11/28/05

**Category:** ASA

**Customer Comments:** Customer reports just a bit longer wait times to connect with interpreter. Wonders if we have enough interpreters.

**Resolution:** Explained to customer about a busy holiday season, told customer to report back to us if he is still experiencing a long wait.

**Ticket Closed:** 11/28/05

**Ticket** 7457

**Ticket Opened:** 11/30/05

**Category:** ASA

**Customer Comments:** I got a few messages from my friends, did installed them to join Hovrs business.... They are not happy that they often wait your service callback 5 minutes or longer than other vrs.

**Resolution:** Customer Care sent message to Call Center manager. Customer Care informed customer that we appreciate their feedback and that we are working on providing faster answer times.

**Ticket Closed:** 12/01/05

**Ticket** 7470

**Ticket Opened:** 12/01/05

**Category:** ASA

**Customer Comments:** Customer experienced long wait times for next available interpreter. Customer reports waiting for 5 minutes for interpreter.

**Resolution:** Customer Care sent message to Call Center Manager. Customer Care thanked customer for informing us, and explained that we are working on getting more interpreters.

**Ticket Closed:** 12/07/05

**Ticket** 7478

**Ticket Opened:** 12/02/05

**Category:** ASA

**Customer Comments:** Hire more interpreters please! I have been waiting 20 min (AIM) HOVRsim (( after)) I live in Conn and NYC.

**Resolution:** Call Center Manager acknowledged. Customer Care thanked customer for informing us, and explained that we are working on getting more interpreters.

**Ticket Closed:** 12/19/05

**Ticket** 7524

**Ticket Opened:** 12/07/05

**Category:** ASA

**Customer Comments:** Customer reports waiting for approximately 4 minutes before getting an interpreter. Customer suggests that we need more interpreters.

**Resolution:** Call Center Manager acknowledged. Customer Care thanked customer for informing us, and explained that we are working on getting more interpreters.

**Ticket Closed:** 12/07/05

**Ticket** 7713

**Ticket Opened:** 12/30/05

**Category:** ASA

**Customer Comments:** Customer waited 6 minutes before getting a live interpreter.

**Resolution:** Customer Care emailed customer apologizing for long wait and that we are working on improving ASA.

**Ticket Closed:** 12/30/05

**Ticket** 9077

**Ticket Opened:** 03/31/06

**Category:** ASA

**Customer Comments:** taken by #960; station 2 3/25/06 time 12:10 p.m. caller upset because vco could not be processed.

**Resolution:** Customer Care Representative acknowledged. Attempted to contact back customer. No response.

**Ticket Closed:** 04/03/06

**Ticket** 9298

**Ticket Opened:** 04/11/06

**Category:** ASA

**Customer Comments:** 4/8/06 10:30 a.m. VI 922 Caller upset there was No VCO

**Resolution:** Customer Care Supervisor acknowledged. No contact information for customer.

**Ticket Closed:** 04/11/06

**Ticket** 9387

**Ticket Opened:** 04/18/06

**Category:** ASA

**Customer Comments:** Complained about not able to get spanish vco service.

**Resolution:** Customer Care Representative acknowledged. Explained to customer that we are working on getting VCO back up for Spanish.

**Ticket Closed:** 04/27/06

**Ticket** 6147

**Ticket Opened:** 08/01/05

**Category:** Bi-Lingual Translation

**Customer Comments:** Customer asked : Do we offer Spanish interpreters?

**Resolution:** Customer Care explained that we do not offer Spanish interpreters at this time.

**Ticket Closed:** 08/01/05

**Ticket** 6497

**Ticket Opened:** 08/26/05

**Category:** Bi-Lingual Translation

**Customer Comments:** Caller asks, "When will HOVRS offer Spanish speaking interpreters?"

**Resolution:** Customer Care explained to customer that we will offer it soon.

**Ticket Closed:** 08/26/05

**Ticket** 6718

**Ticket Opened:** 09/19/05

**Category:** Bi-Lingual Translation

**Customer Comments:** I would like to know if there are ASL to Spanish VI available or when will the HOVRS will be providing? As I read from NAD's webpage regard to the FCC put new rules require VRS to be provide the Spanish to ASL and vice versa. So I like to know when will you be provide?

**Resolution:** Customer Care emailed customer that we are working on it and that a release will be out soon.

**Ticket Closed:** 09/21/05

**Ticket** 6892

**Ticket Opened:** 10/05/05

**Category:** Bi-Lingual Translation

**Customer Comments:** Customer wanted to know if we have Spanish translation.

**Resolution:** Customer Care emailed customer that we are working on it and that a release will be out soon.

**Ticket Closed:** 10/05/05

**Ticket** 7731

**Ticket Opened:** 12/30/05

**Category:** Bi-Lingual Translation

**Customer Comments:** I am wondering if you have VRS for Spanish Speaking? If not, is that in the works?

**Resolution:** Emailed customer informing them that Spanish VRS should be available sometime in February.

**Ticket Closed:** 12/30/05

**Ticket** 8526

**Ticket Opened:** 02/28/06

**Category:** Bi-Lingual Translation

**Customer Comments:** Can talk Spanish on vrs ?.

**Resolution:** Customer Care emailed customer informing him that Spanish VRS will be available Feb 21st.

**Ticket Closed:** 02/28/06

**Ticket** 8806

**Ticket Opened:** 03/21/06

**Category:** Bi-Lingual Translation

**Customer Comments:** how call Spanish on mac?

**Resolution:** Customer Care explained that customer can type "hola" to HOVRSim to initiate call.

**Ticket Closed:** 03/24/06

**Ticket** 8843

**Ticket Opened:** 03/22/06

**Category:** Bi-Lingual Translation

**Customer Comments:** Spanish can call international, for free?

**Resolution:** Customer Care informed customer, that yes, it is free.

**Ticket Closed:** 03/24/06

**Ticket** 8894

**Ticket Opened:** 03/23/06

**Category:** Bi-Lingual Translation

**Customer Comments:** I do not have a problem but what I need is to find out Spanish Operator (VRS) number??? I tried to surf on internet but I could not find it. Mine is D-Link and I would have to use IP address instead of regular phone number.

**Resolution:** Customer Care emailed customer Spanish VRS and hearing numbers for hearing people to call Spanish interpreters.

**Ticket Closed:** 03/23/06

**Ticket** 9013

**Ticket Opened:** 03/30/06

**Category:** Bi-Lingual Translation

**Customer Comments:** I have a friend who's in middle school who's deaf, but her family speaks Spanish. Her mom wants to get her a video phone, but she doesn't know how to get her one and also they don't have high speed internet. I gave her the voice phone number to call and get more information on how to get high speed internet and a video phone for her daughter.

**Resolution:** Customer Care emailed customer back about Spanish VRS and contact numbers. Explained to customer that must have high speed internet to use VRS. Informed customer can contact us using our Spanish vrs to customer care.

**Ticket Closed:** 03/30/06

**Ticket** 9268

**Ticket Opened:** 04/10/06

**Category:** Bi-Lingual Translation

**Customer Comments:** My computer is broke down , I have Video phone How I call Spanish hovrs what is your IP Address?

**Resolution:** Customer Care emailed customer Spanish IP address and gave him live contact info for Customer Care.

**Ticket Closed:** 04/10/06

**Ticket** 9418

**Ticket Opened:** 04/20/06

**Category:** Bi-Lingual Translation

**Customer Comments:** concerned about Spanish tech support

**Resolution:** Explained to customer that we do have a Spanish Speaking installer ( ROC ) that would be able to help them. Got customer information and gave it to ROC, they will contact customer.

**Ticket Closed:** 04/28/06

**Ticket** 7959

**Ticket Opened:** 01/13/06

**Category:** Bi-Lingual Services

**Customer Comments:** Customer wanted to know when Spanish to ASL will be ready.

**Resolution:** Informed customer on Feb 21st, we will have Spanish interpreters available.

**Ticket Closed:** 01/16/06